



# SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

## Applying the Continuous Quality Improvement Process to Our PBHCI Initiative

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# Who we are

- West Yavapai Guidance Clinic: TLC Program
- Dr. Susan Beaty, Ph.D. Doctor of Integrated Care
- Prescott, Prescott valley, and Chino Valley AZ
- Cohort # 7
- Seriously Mentally Ill Designated
- Co- Located PC Clinic: Physician and Psychiatric Nurse Practitioner

# The Focus of our improvement effort

Our improvement effort is to improve the quality and quantity of services for our Non T-19, Seriously Mentally Ill (SMI) population who need access to primary care, Individual Counseling, and Wellness Coaching Services.

This improvement area is important to our organization to address the problem of providing services for our under insured clients who are financially ineligible for State Health Insurance due to patient's income most cases a small amount more than allowed.

The dimension of quality we addressed was  
Client centeredness, Coordination/collaboration of Care.

# Organizing the improvement team

## Key Improvement Team Participants

1. Psychiatric Nurse Practitioner at Windsong Clinic created a referral tool for nursing to use to briefly screen and refer SMI designated clients with or at risk for Chronic Disease to our PBHCI Program named TLC; Total Linked Care. Integrated Care Program.
2. Peer Case Coordinator, Wellness Coach, completed 200 hours of Yoga Instruction and facilitated enrollment of TLC Participants

## Our Improvement plan

- Key steps we employed in our improvement plan
  - Step a: Created, Printed, Distributed, TLC Program Brochure
  - Step b: We Reached Out to Out Patient Care Managers ,Out Patient Nursing, Substance Use Disorder Residential Unit
  - Step c: Attended Staffings, Meetings at Psychiatric Hospital
- Our time frames were from June 30, 2015 to present...
- Responsible staff : Nursing, Wellness Coach, Program Director
- Barriers encounter were some SMI's were too ill
- We served those who were capable of participating.

# Impact of our improvement strategies

We measured the outcome of our improvement efforts by using a Client Satisfaction Survey which received highly positive results including comments clients wrote including, “nice, kind, and encouraging” among others. ...”

Our improvement efforts worked resulted in raising our enrollment from 12 TLC Grant Program Participants when we first implemented the improvement strategy to 108 TLC Participants to date.

# Sustaining improvements and lessons learned

Organizational response to sustain our improvement efforts include establishing new policy/procedures for referral process, partnerships with Out Patient Nursing Services, Out Patient Care Management, Windhaven Psychiatric Hospital, and Residential Services.

Important lessons we learned that would be helpful to grantees include having a brochure to showcase your program, referral form, and reaching out to other programs in your agency to obtain appropriate patients for your Integrated Care Program.